

~~City of Mississauga Community~~
~~and Social Services~~

Community and Social Services

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You can appeal!

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If you are applying for or receiving:

1. Family Benefits (provincial assistance)
2. Vocational Rehabilitation Services (also provincial) or
3. General Assistance (a municipal allowance often called "welfare") . . . then this pamphlet from the Ontario Ministry of Community and Social Services is for you.

It explains how you can "appeal" (question a decision) if you feel you are not getting what you are entitled to from these assistance programs.

There are three ways to appeal. You can appeal to the Director, you can appeal to the Board of Review, and you can appeal to the Supreme Court of Ontario.

3 MAJOR STEPS IN APPEALING:

1. Appeal to the Director
2. Appeal to the Board of Review.
3. Appeal to the Court

APPEAL TO THE DIRECTOR (for Family Benefits or Vocational Rehabilitation Services)

If you are refused a Family Benefits allowance or Vocational Rehabilitation Services, or if for some reason a decision is made to stop your allowance, the Director of the program will first send you a written "letter of intent" explaining his intended action and his reason for it. A notice will be included, telling you that if you consider the action incorrect, you

can appeal to the Director. If you choose to appeal, you should write a letter giving the reasons why you feel that the Director's intended decision is incorrect.

Director,
Family Benefits Branch,
Ministry of Community and Social Services,
4th Floor, Hepburn Block,
Queen's Park, Toronto.

Director,
Vocational Rehabilitation Services Branch,
Ministry of Community and Social Services,
4th Floor, Hepburn Block,
Queen's Park, Toronto.

If the Director does not receive a letter within ten days, he will proceed with his decision. If he receives a letter, he will carefully consider it and then either change his decision or proceed with it.

If he proceeds, he will inform you that his action is going into effect and why. He will also tell you that you can appeal to the Board of Review, about any decision to refuse you an allowance, stop your allowance, or reduce your allowance.

REQUEST TO RECONSIDER (for General Assistance)

If you are refused a General Assistance allowance, or if your allowance is reduced or stopped, you may ask your welfare administrator to reconsider.

General Assistance covers a variety of situations, including hostel services, emergency aid and short-term help, so it is left to the welfare administrator to decide whether to notify you beforehand if for some reason a decision is made to reduce or stop your allowance. However, if you have been receiving General Assistance for some time and you are in close touch with the welfare office, the welfare administrator probably will inform you beforehand of any intention to reduce or stop your allowance.

You can appeal to the Board of Review concerning a General Assistance allowance. But you cannot appeal decisions about the amount of money given for specific needs under municipal Special Assistance or Supplementary Aid.

APPEAL TO THE BOARD OF REVIEW

The Board of Review is an independent group of people that has the authority to reconsider decisions on Family Benefits, Vocational Rehabilitation Services, and General Assistance, following the legislation.

If you consider a Director's or a welfare administrator's decision incorrect, you can appeal to the Board of Review within 30 days after you have received notice of the decision.

Fill out the appeal form

Ask for an appeal form (Form 6) from your field worker, case worker, counsellor, welfare worker, or write:

Chairman,
Board of Review,
Room M1-56,
Ontario Ministry of Community and Social Services,
Queen's Park, Toronto, Ontario.

Fill out the appeal form by giving your name, address and file number if you are already receiving an allowance (get this from your cheque stub or by asking your worker). Describe in your own words why you think the decision on your case should be changed. You can have anyone you wish help you.

Within 30 days of the decision you wish to appeal, mail the appeal form to the Board of Review. If you have difficulty with English, you may wish to have someone assist you in completing the appeal form.

The Board will notify you

The Board of Review must give you a hearing to review the decision on your case, unless both you and the Director or welfare administrator agree that a hearing is not necessary. You will receive written notification of the time and place of the hearing. If you do not attend the hearing, the Board may proceed in your absence. The hearing will usually be held in your community.

Your privacy is respected

Confidentiality is maintained at all stages of the appeal procedure and only certain people are allowed to attend the hearing, including:

- yourself and any representative you wish to attend with you;
- the Director (of Family Benefits or Vocational Rehabilitation Services) or your welfare administrator, or their representatives;
- one or more members of the Board of Review.

Only those members of the Board who are actually present at the hearing can make the decision on your case. However, these members can consult with other members or seek independent legal advice.

What happens at the hearing

Both you and the Director or welfare administrator are entitled to produce witnesses at the hearing. If the Director or welfare administrator prepares a written report to give to the Board, you will receive a copy before the hearing. The Board will record evidence at the hearing which will be permanently available.

During the hearing, the Board will question you and the Director or welfare administrator or their representatives about the circumstances surrounding your case. You yourself can ask the witnesses questions and can speak on your own behalf.

You can be represented by a lawyer or by another person, such as a friend, minister or law student. You may want to bring someone to help you, especially with language difficulties. If you speak French, explain this when you mail the appeal form to the Board of Review, and a bilingual member will attend the hearing.

The Board will send you its decision

The Board of Review members who attend the hearing will either affirm the Director or welfare administrator's action, change his action or refer it back to him for further consideration.

The Board will write you, telling what its decision is, why and when it takes effect.

You may ask the Board to reconsider its decision if you feel there is a further point to be made or if correct procedure is not followed, and the Board may then hold a further hearing if it sees fit.

APPEAL TO THE COURT

If you feel the Board's decision is incorrect, you can appeal to the Supreme Court of Ontario within 15 days of the Board's decision. You should see a lawyer if you want to do this. If you cannot afford the cost of legal services, you should see the local Director of Legal Aid.

You may apply again

Even if the decision of the Director or welfare administrator or of the Board of Review or of the Court is against you, you may apply again for Family Benefits, Vocational Rehabilitation Services, or General Assistance, if your situation has changed or if you have new evidence of your need.

To find out more

If you have any further questions on how to appeal, you should write or call the nearest Regional Office of the Ontario Ministry of Community and Social Services.

This pamphlet is provided for your convenience, guidance and information but remember that it is not intended as a final interpretation of the legislation.

Regional Offices of this Ministry

ALEXANDRIA	FORT FRANCIS
28 Main St., 525-3524	240 Scott St.
ARMSTRONG	Box 760, 274-9847
Lands and Forests District Bldg., Armstrong 20	
BANCROFT	GALT
Hastings Centennial Manor Lot 2, Concession "A"	63 Ainslie St. N., 623-1230
Box 99, 332-3410	GERALDTON
BARRIE	Office No. 1, 1411 Main St.
110 Dunlop St. E. Box 218, 726-8250	Box 1029, 854-1840
BELLEVILLE	GUELPH
Room 2, 14 Bridge St. W. Box 816, 968-3506	5 Douglas St. Gummer Bldg., 822-7500
BRACEBRIDGE	HAILEYBURY
Box 838, Court House 645-2991	Court House Box 218, 672-3501
BRAMPTON	HAMILTON
Ste. 506, 24 Queen St. E. 459-7135	Ste. 525, 135 James St. S. Box 870, 528-9884
BRANTFORD	HEARST
100 Wellington Sq. 756-5790	621 Front St. Box 1348, 362-4238
BROCKVILLE	KEEWATIN
51 King St. E., 345-1200	104 Government Rd. Box 429, 547-2801
CHATHAM	KINGSTON
Weymar Building 48-Fifth St. Box 685, 352-5040	797 Princess St. Box 970, 544-6206
COCHRANE	KIRKLAND LAKE
171 Fourth St. Box 1498, 272-4846	44 Prospect Ave. Box 398, 567-3391
COLLINGWOOD	LEAMINGTON
Box 155 445-4461	38 Erie St. N. Box 127, 326-2511
CORNWALL	LINDSAY
132 Second St. E. Box 1358, 932-3381	Ontario Government Bldg. 324-6121, Ext. 51
DRYDEN	LONDON
32 King St. Box 490, 223-2241	764 Dundas St. E. 438-5111
MOOSONEE	
	First St., Box 160, 336-2905



NORTH BAY	SIMCOE
Ste. 408, 222 McIntyre St. W.	Norfolk County Bldg.
Box 327, 474-3540	R.R. 1, 426-9350
OAKVILLE	SIOUX LOOKOUT
345 Lakeshore Blvd. E.	110 Front St.
844-1221	Box 338, 737-3813
OSHAWA	SOUTH RIVER
200 John St. W., 576-9001	266 Ottawa St.
OTTAWA	Box 161, 386-2571
2197 East Riverside Dr.	ST. CATHARINES
Pebb Bldg., 737-5520	15 Church St.
OWEN SOUND	Box 176, 685-8423
347 Ninth St. E., 376-1951	STRATFORD
PARRY SOUND	380 Hibernia St., 271-1530
8A Sequin St.	STURGEON FALLS
Box 305, 746-8534	Drawer 160, Main St.
PEMBROKE	753-1611
207 Renfrew St., 732-2631	ST. THOMAS
PERTH	Ste. 2, 300 Talbot St.
Sunset Blvd.	631-3032
Box 111, 267-2504	SUDBURY
PETERBOROUGH	127 Cedar St.
139 George St. N., 742-9292	Drawer 1120
RED LAKE	674-3151, Ext. 271
Ontario Government Bldg.	THUNDER BAY
Box 827, 727-2174	1111 Victoria Ave.
RENFREW	622-3934
315 Raglan St. S., 432-4809	TIMMINS
SARNIA	96 Balsam St. S.
177 Russell St. N.	Box 612, 264-9407
344-2405	TORONTO
SAULT STE. MARIE	110 Eglinton Ave. W.
123 March St.	487-4392
Box 68, 256-5666	WATERLOO
SHELBURNE	75 King St. S., 5th Floor
115 Shelburne St.	Waterloo Square, 579-3130
Box 36, 925-3319	WINDSOR
	374 Ouellette Ave.
	254-9231
	WINGHAM
	Box 510, 357-3370

Cet imprimé existe aussi en français

The Honourable Rene Brunelle,
Minister

M. Borczak,
Deputy Minister

November 1972